

Our Operations Staff

Each day, the operations staff works hard to keep your electric service up and running safely at all times. And, if the power does go out, you can rest assured that we've got the best trained crews to restore your service 24 hours a day, 7 days a week!



Utility Director

Oversees daily operations, plans strategic and long-range plans and budgeting for department as well as system upgrades within the service area. Serves as a representative for the City on various local committees and with other public power associations.

Administration

Provides administrative and clerical support for department including time sheets, mail, letters, travel and training. Administrative staff is on standby during after-hours and weekends during emergency outages.

Service Crew

Connects (tap up) service, sets meters, connects outdoor and street lights, and troubleshoots daily. These crews are on-call 24 hours a day.

Line Crew/Underground Crew

Sets poles, transformers, and builds lines. The Underground Crew runs lines underground to subdivisions and conduits on the Alcoa-Maryville Greenway and streetlights on poles. Both crews assist on emergency outages during the day and are on-call 24 hours a day.

Line Crew Supervisor

Assigns jobs and supervises assignments to the line crews and answers questions to customers.

Customer Service Administrator

Oversees outage reports database, assigns Service Crew jobs each day, serves on committees for technical improvement projects, IVR phone system coordinator, and planned outage coordinator. The Administrator is on-call 24 hours a day as well.

Customer Service Coordinator

Processes approvals by the Tennessee State Electrical Inspector, answers customer questions, coordinates street and outdoor light repairs, answers emergency outage phone calls, and is on-call 24 hours a day.

Chief Engineer

Checks all jobs completed by engineering, contributes to system planning and street light layout, processes cable invoices as well as equipment invoices for department purchases, and works

with the Utility Director in system upgrade planning.

Distribution Engineer

Primarily works on substation engineering, maintenance, and overall operations. Studies environmental management operations and general project manager for the substations. Also conducts analysis for power quality, voltage, and customer issues as needed. Oversees employee uniforms and safety apparel and AED fleet truck specifications for necessary equipment.

Engineering

Processes jobs and stakes out jobs for new developments, assists with subdivision layouts, calculates load factors and transformer sizes, and determines equipment needed for system upgrades. Engineers are on-call 24 hours a day and help to locate underground electric lines during emergencies.

Poly-Phase Technician/Meters

Completes repairs and troubleshooting for poly-phase metering and all 3-phase and single-phase metering. Ensures all meters work properly and calibrated before installation. Sets a schedule of testing and repairs for poly-phase meters. Completes load testing to determine the best meter size and works with engineering to re-route meters, negotiates back-billing for a problem meter; tests residential meters for customer request.

GIS/Graphics Manager

Marks lines for transformers and poles, updates electric line plats and maps, coordinates GPS and CAD-based mapping systems, handles all GPS field work for maps, works with the GIS

Manager for Blount County/Alcoa/Maryville, and currently working toward a connective model to connect all primary and secondary facilities to GPS all customer meters on a map.

Electric Store Keeper

Oversees the hardware, equipment, and materials for the AED inventory through purchasing and working with line workers to determine their equipment needs prior to a specific job or planned outage.

During a major power outage, all employees at the Alcoa Electric operations building are subject to being called in to answer customer calls. Please call us at (865) 380-4890 if you have a question or experience a power outage.